

The webinar will begin soon. While you wait, please share in the chat box: Describe a VISTA project that you are particularly excited about

Fostering Strong Intermediary & Sub-Site Relationships



VISTA
Volunteers In Service To America

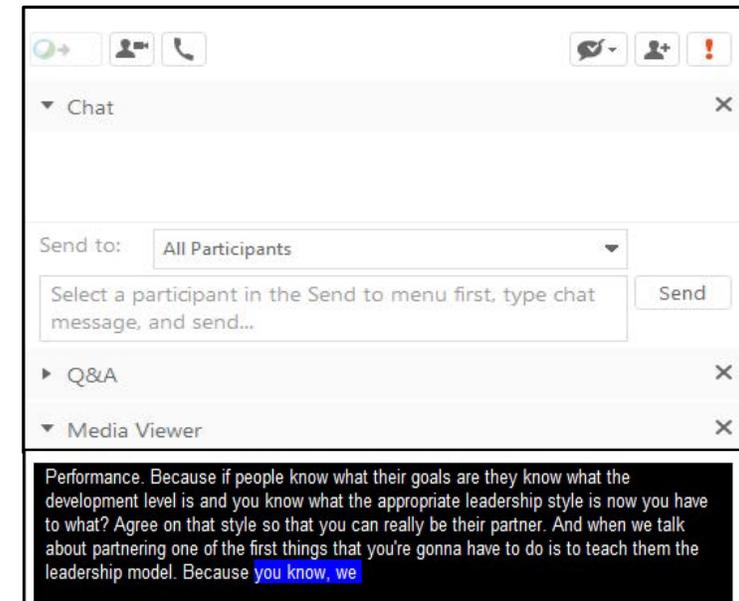
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Connecting to Audio

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- Audio broadcast
- Call in via phone (number and passcode listed on each slide)
- View Closed Captions in the Media Viewer panel



Tips for Participating

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- Share comments and ideas in the Chat panel (send to "All Participants")
- Ask questions in the Q&A panel (send to "All Panelists")
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session

Click this button if you don't see the chat panel.

The image shows two side-by-side screenshots of the WebEx interface. The left screenshot is labeled 'COMPUTER' and shows a top navigation bar with icons for 'Participants', 'Chat', 'Q&A', and 'Media Viewer'. Below this, there are expandable sections for 'Participants (2)' and 'Chat'. The 'Chat' section is circled in green. At the bottom, there is a 'Send to:' dropdown menu with 'All Participants' selected, also circled in green. Below the dropdown is a text input field with a 'Send' button. The 'Q&A' section at the bottom left is circled in red with a diagonal line through it. The right screenshot is labeled 'MOBILE' and shows a similar interface. It has a top bar with a back arrow and 'Participants (2)'. Below are sections for 'Panelists (1)' (Patricia Presenter (host)) and 'Attendees (1)' (Victor Vista (me)). At the bottom, there are three chat options: 'Chat with all panelists', 'Chat with all attendees', and 'Chat with everyone' (circled in green). A red notification bubble with the number '2' is visible next to the 'Chat with everyone' option.



Fostering Strong Intermediary and Sub-Site Relationships



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By the end of the webinar, you will be able to:

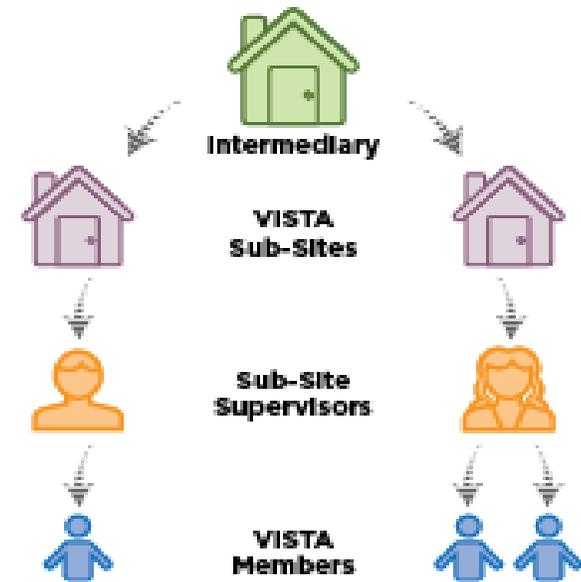
- Understand key strategies for identifying and vetting sub-sites
- Identify tools to provide during sub-site training that clearly defines roles and responsibilities
- Discuss communication practices that create strong partnerships

Intermediary Responsibilities

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- Project Management
 - Sub-site Selection
 - Sub-site Training
 - Reporting
- Communication
- Member Management
 - Member Recruitment

Sponsoring Organization



Poll Question

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As a sub-site or intermediary supervisor, how would you rate your working relationship with your intermediary/sub-site(s)?

- A. Excellent
- B. Pretty good
- C. Fair
- D. Poor
- E. Other

Today's Speakers

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Rachel Henderson
Literacy KC

Today's Speakers

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Passcode: 1987345



Rachel Henderson
Literacy KC

Intermediary Supervisor



Mandy Caruso-Yahne
Nourish KC

Literacy KC Sub-site Supervisor

Sub-site Selection

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As an intermediary, how do you identify and bring great sub-sites on board, and how do you retain these sites?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Sub-site Selection

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Describe your experience becoming a sub-site with Literacy KC? What was most helpful about the process? What was challenging?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Sub-site Training

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

What strategies have you used to train sub-site supervisors to effectively manage VISTA members?



Sub-site Training

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

What training has been most helpful in developing your skills as a VISTA supervisor? What recommendations do you have for Intermediaries?



Tips

1. Reach out to like-minded organizations to identify potential sub-sites
2. Ensure your application communicates sub-site expectations
3. Provide opportunities for networking

Tips

- 1.Reach out to like-minded organizations to identify potential sub-sites
- 2.Ensure your application communicates sub-site expectations
- 3.Provide opportunities for networking

Tools

- 1.VISTA Sponsor and Sub-Site Supervisor Major Tasks At-A-Glance
- 2.Supervisor Orientation Workbook
- 3.Sub-Site Supervisor Orientation

Poll Question

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As an intermediary, do you feel clear about the expectations around the VISTA project and reporting requirements?

- A. Yes, totally clear
- B. Clear in some areas and not others
- C. Unsure
- D. No, totally unclear

Poll Question

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As a sub-site supervisor, do you feel clear about expectations around the VISTA project and reporting requirements?

- A. Yes, totally clear
- B. Clear in some areas and not others
- C. Unsure
- D. No, totally unclear

Project Expectations

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As an intermediary, how do you ensure adherence to VISTA reporting requirements? What strategies help safeguard consistent quality across multiple sites with different partners, policies, and procedures?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Project Expectations

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What recommendations do you have for intermediaries to ensure their sub-site supervisors understand the VISTA project and the VAD?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Tips

1. Consider quarterly reporting to monitor progress and provide support
2. Conduct annual site visits
3. Work in cooperation to develop VAD

Tips

1. Consider quarterly reporting to monitor progress and provide support
2. Conduct annual site visits
3. Work in cooperation to develop VAD

Tools

1. New Site Orientation Agenda Sample
2. Memorandum of Understanding (MOU) Sample
3. Creating Effective VADs

Communication

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

As the intermediary, what communications structures have you implemented to support clear communication at all levels of the VISTA project?



Communication

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

As a sub-site, what communication challenges arise most often? What specific strategies have you used to overcome communication barriers?



Tips

1. Provide multiple communication opportunities
2. Create a conflict management plan
3. Encourage weekly meetings with members

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1. Provide multiple communication opportunities
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Tools

1. Successful Member Coaching and Supervision for Sub-site Supervisors
2. Tips for Running an Effective Meeting
3. Sample Supervisor and Member Meeting Agenda

Chat Question

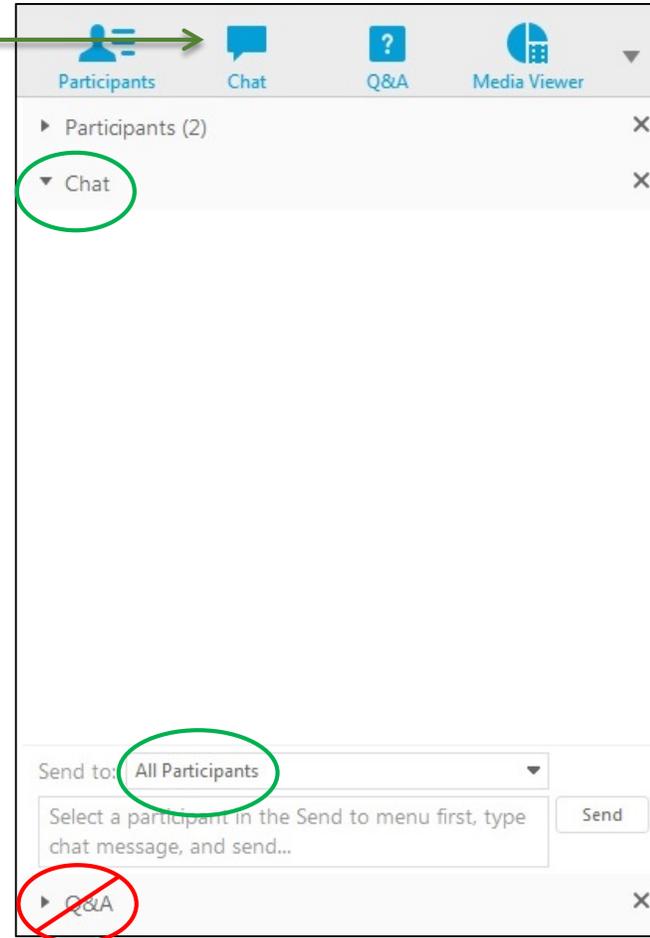
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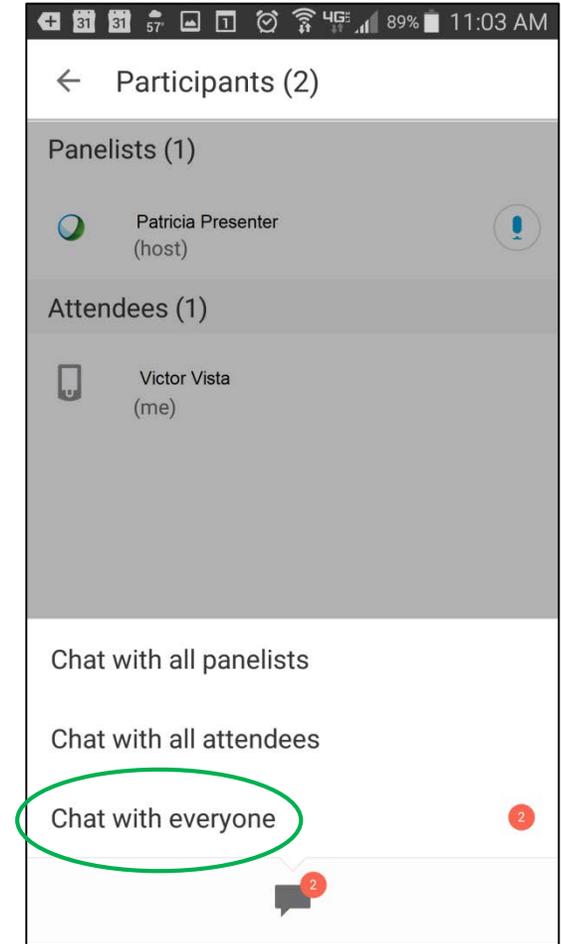
- What communication structures and practices do you find most helpful to ensure a successful VISTA project?

COMPUTER

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MOBILE



Member Recruitment

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Do your sub-sites help you with member recruitment or do you work alone to recruit members? What are the pros and cons on your recruitment process?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Member Recruitment

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Have you experienced any challenges with recruiting quality members (e.g., “ghosting”) and how has your intermediary helped you overcome these challenges?



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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

Member Management

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

As an intermediary, how can you best support sub-site supervisors and their members, without seeming like you're interfering, especially at a distance?



Member Management

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Rachel Henderson
Intermediary Supervisor



Mandy Caruso
Sub-site Supervisor

What recommendations do you have for intermediaries in providing support around member management?



Tips

1. Allow sites an opportunity to assist in the recruitment process
2. Create a communication structure that keeps both member and supervisors in the know

Tips

1. Allow sites an opportunity to assist in the recruitment process
2. Create a communication structure that keeps both member and supervisors in the know

Tools

1. Recruiting Resources
2. Recruitment Team Training and Process Enhancement
3. Selecting VISTA Members

Chat Question

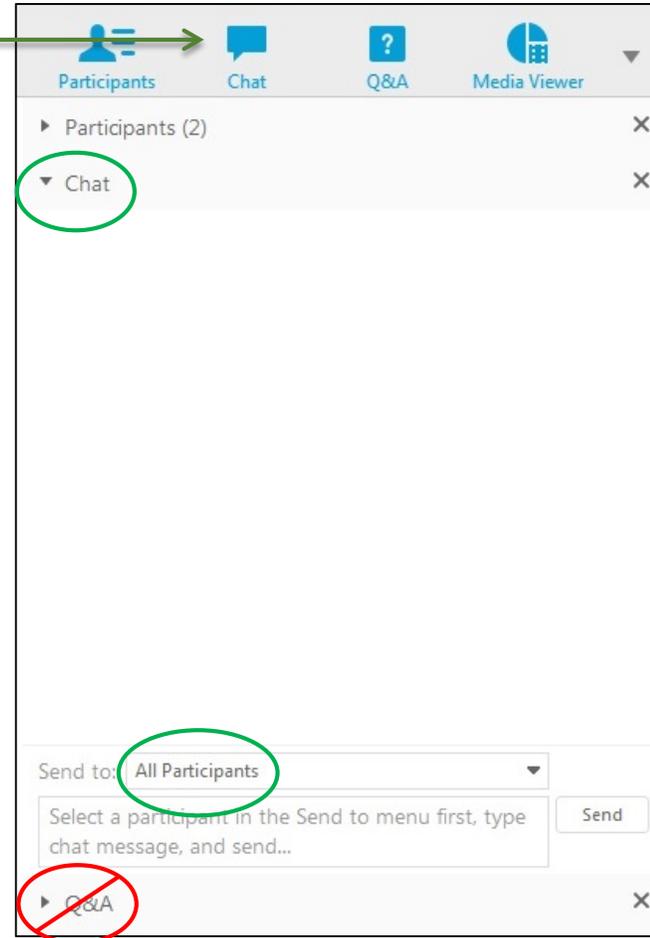
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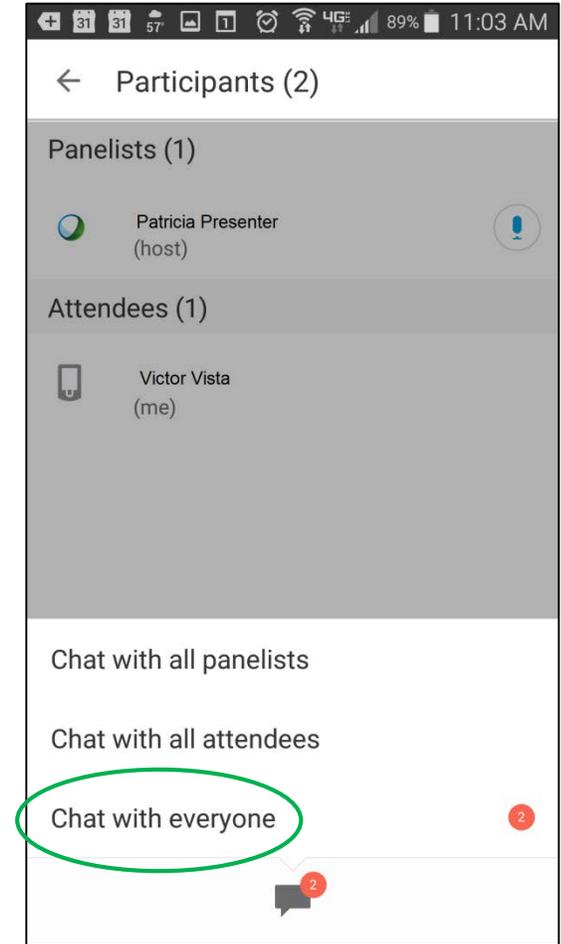
- Intermediaries—what is one thing about your role that you would like sub-sites to know?

COMPUTER

Click this button if you don't see the chat panel.



MOBILE



Chat Question

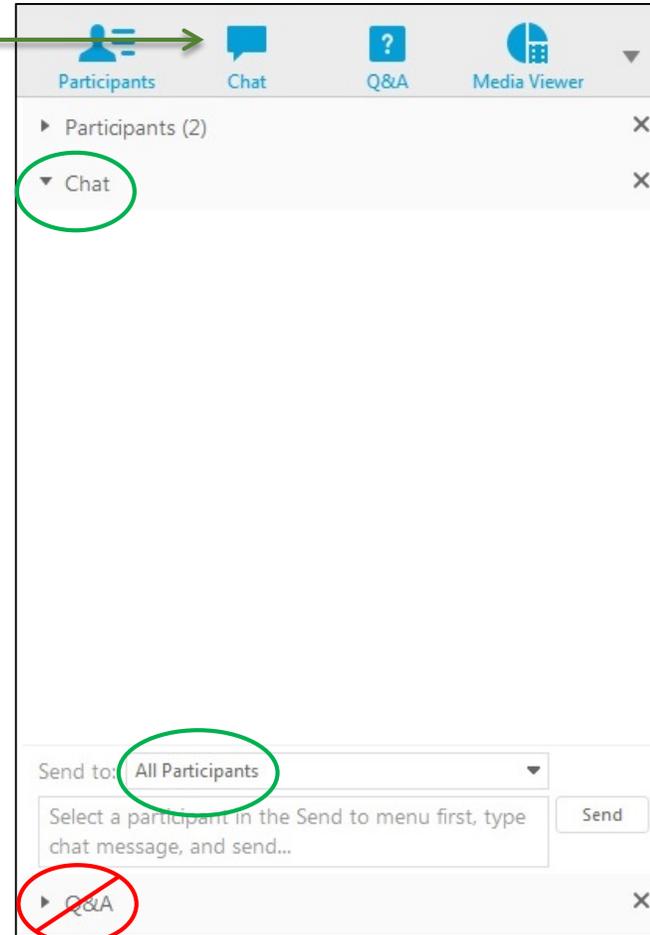
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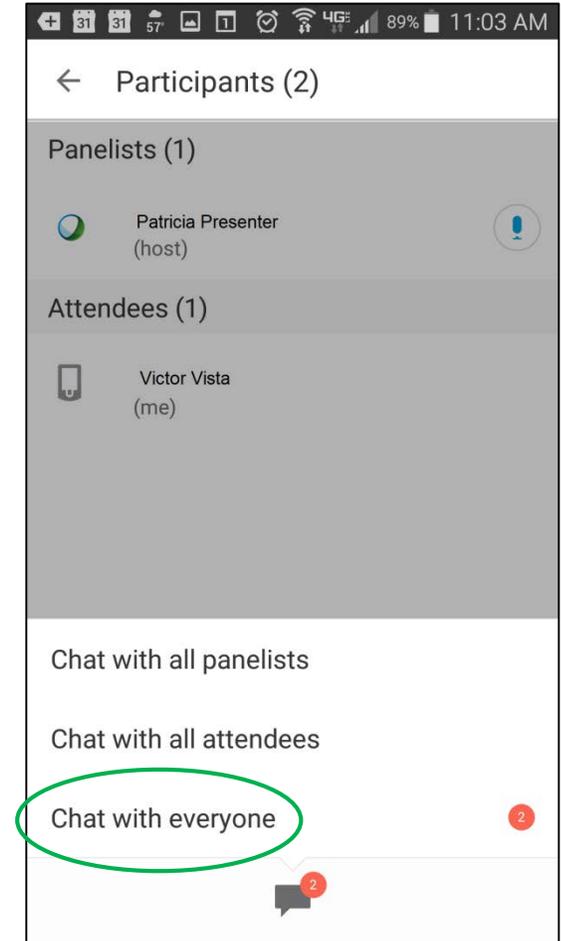
- Intermediaries—what is one thing about your role that you would like sub-sites to know?
- Sub-sites—what is one thing about your role you would like intermediaries to know?

COMPUTER

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MOBILE



Evaluation

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- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions?

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask "All Panelists"



Thank You for Your Participation!

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Further questions? Contact us:
VISTATraining@cns.gov

Our next webinar:
**Virtual Member Orientation – A New Way of
Preparing VISTA Members for Service**

January 24th, 2018
2:00pm Eastern





Thank you for your service.



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